



SPRINT IP

FCC COMPLAINT LOG

2008

Complaint Tracking for SprintIP (06/01/2007-05/31/2008). Total Customer Contacts: 212

<u>Tally</u>	<u>Date of Complaint</u>	<u>Nature of Complaint</u>	<u>Date of Resolution</u>	<u>Explanation of Resolution</u>
1	05/30/08	Customer complaint: Customer emailed to Customer Service department that the agent disconnected him after he told the other party that the operator had not been relaying all information. Customer Service Response: Apologized for the inconvenience and told them the report would be sent to the call center supervisor. Follow up requested at email address.		Team Leader coached the agent on proper procedures. Contacted the customer via email of the resolution.
2	05/30/08	Customer Complaint: SprintIP customer called Customer Service to report that the supervisor told him that there was no customer service contact for SprintIP for AIM. He was able to find the information by asking around and going to the website www.sprintrelay.com and found email address for customer service. Thought the supervisor was unprofessional. Also provided a printout of the conversations via email to Customer Service. Customer Service Response: I apologized for the inconvenience and told him the supervisor would be receiving the report of the incident. Follow up requested at email address provided.		The Manager spoke to the Supervisor of the proper procedures. Emailed the customer of the resolution.
3	05/28/08	Agent was asking customer if they were deaf or hard of hearing or if they use ASL to communicate. Customer thought it was rude and it confused them.	05/16/08	Agent was dialing to a Sorenson VP tech line and was paraphrasing the recording and putting it in parenthesis. Customer was correct in thinking the agent was asking them those questions because communication from relay is always put in parenthesis. Supervisor explained the problem to the customer and they were thankful. Supervisor also coached the agent on typing the recording verbatim and not paraphrasing because then it looks like relay is saying that and not the recording.

4	05/22/08	Customer complained that agent did not keep her informed, was impatient when she started to type before receiving GA (Go Ahead). That typing was poor and spelling not good.	05/22/08	Customer forwarded text of call to me. There were occasions when Relay agent had type overwritten. RA (Relay Agent) did however make the request to wait for the GA in a polite and procedurally correct manner. The typing was poor towards the end of the call and it was subsequently discovered that a call takeover was made with no information given to customer. Spoke with the two agents (on the printout) and explained the importance of keeping the customer informed particularly when doing a call takeover. Team leader wrote to customer to explain and apologized.
5	05/22/08	SprintIP user complains they were disconnected by 4 agents and are concerned of a system glitch. Apologized, explained I would let the technicians know and inform the supervisors. Entered Trouble Ticket. Customer does not request Program Manager to contact but approved technicians contact for trouble shooting.	05/22/08	The phone number that the customer gave was a fax line phone number. Therefore, the resolution was not available. Customer does not request follow-ups from Relay Program Manager.
6	05/02/08	A SprintIP caller called to complain that they were ready to place another call and agent disconnected them. Caller states that the call happened around 5:41 pm. Customer Service apologized for the inconvenience. Customer does request follow up at email address given.	05/02/08	Relay Program Manager got more details from the customer and has forwarded the details to the Customer Service awaiting for their suggestions/feedbacks. The customer used www.SprintIP.com when that disconnection occurred and also gave the Sprint IP operator's identification number. Agent does not remember this call but she knows proper call procedure and we discussed importance of following customer instructions. Follow-up sent via email provided.

7	04/29/08	Agent redialed call but disconnected multiple times. Customer believes agent may have been embarrassed of a long, tough word to spell that was repetitive in conversation and didn't want to continue. Would like professionalism discussed with agent. No follow-up requested	04/29/08	Agent was coached by the Team Leader. Customer does not request follow ups. Therefore, this case is now closed.
8	04/28/08	Customer gave the operator the number to dial two times. The agent never responded back and never dialed the number. No follow up is needed.	04/28/08	The agent was coached by the Team Leader of appropriate procedures to follow the customer's instructions. Customer did not request follow up.
9	04/21/08	SprintIP relay user says that they were informed by their hearing party the agent did not type their conversation verbatim. The agent was also very rude to the hearing person when asking them to speak more slowly, and also when the hearing person kept giving the GA (Go Ahead) and then beginning to speak immediately after. IP user said they were told that the agent said "excuse me let the deaf man speak" to their hearing friend. IP user is female, not male.	04/21/08	Apologized to the caller and explained that this was inappropriate behavior on the agents part. Insured that this would be reported to the appropriate parties upon completion of our conversation. No follow-up is required. The specific agent was not assigned at that time.

10	04/17/08	<p>Customer called in to let us know that neither they nor a friend of theirs could reach a relay operator when using SprintIP with AIM on 4/16/08 at 9 p.m. in the evening. They are now both able to use the service today and wanted us to know about the problem they were having. Relay Customer Service response: Thanked the customer for letting us know and assured that the complaint would be sent in as stated. No call back requested</p>	04/17/08	<p>The Customer Service Representative thanked the customer and created a complaint as stated. No follow up requested.</p>
11	04/16/08	<p>SprintIP customer states her line was disconnected without an explanation. Apologized. Trouble Ticket was opened. No follow up.</p>	04/16/08	<p>The technician entered bug #3713 to track this problem. The technician looked at the code, and the problem is both obvious and straightforward to fix. Even though customer did not request follow up, the customer is now satisfied.</p>
12	04/15/08	<p>SprintIP customer reports operator disconnected their call when a female operator was requested. Customer is very upset that Relay is paid to process the calls and yet the customer has to deal with this type of service. Call made today, 4-15-8, approximately 8:25 a.m. CT (apologized for problem encountered, advised complaint would be entered immediately) Customer requests contact ASAP via email.</p>	04/16/08	<p>Operator was coached on this contact, did not remember this type of call on the date and time or anytime recently. Operator did demonstrate knowledge of what to do when customer ask for Female Operator. Operator was reminded of the consequences of not following customer instructions and of disconnecting calls. Customer was sent an e-mail on 4/16/2008.</p>

13	04/15/08	The customer attempted to retrieve his voice mail through SprintIP relay. The customer stated that he gave full retrieval instructions to the agent, but that the agent typed "I'm sorry, we can't do that" and then disconnected the customer.	04/15/08	There is no agent at the center with the identification number. It was not stated that the customer wanted a follow up. Sent an email to follow up with the customer.
14	04/13/08	Operator hung up twice on caller.	04/13/08	Customer did not request follow-ups. However, Relay Program Manager acknowledged the information and shared with the Team Leader. Team Leader spoke to the agent of the proper procedures and not to disconnect calls on the customers.
15	04/09/08	SprintIP user complains agent hung up on them when calling through relay on very important call. Apologized, explained I would be sure to alert the supervisor to address issue with agent. Customer wants email contact.	04/09/08	Team Leader was unable to locate specific agent's id# in our system, unable to follow up with complaint.

16	04/08/08	Communication Agent dialed correct phone number the first time then dialed incorrect number the second time. Customer asked the agent why and the agent hung up on them. Customer is very upset.	04/08/08	The agent does not recall the issue at hand. Stated he does not just hang up on customers. The only time is after he has waited 3 or more minutes without receiving a response from the caller; believes that may have been what happened but is unsure since he can not remember the call. The agent was coached on the consequences of disconnecting calls. He is now aware of how to handle the particular situations, and the repercussions of his actions. It was never stated as to whether the customer wanted a follow up and if so how.
17	04/08/08	Customer has been receiving harassing phone calls via IP relay. Advised on purpose of relay. Customer understands why relay exists and the purpose of the service, but is upset that calls can not be tracked and that he has no way of stopping the harassing phone calls. Customer requesting a follow-up call to discuss further. The customer would also like to apologize to an agent for accusing the agent of making the calls himself.	04/08/08	Informed agent of the customers apology. Attempted to call the customer multiple times throughout the month, and the last time attempted to call customer was on 4/28 at 12:55 p.m. The caller's sister answered. She stated that the caller was in Texas with the Air Force, which upon I left a message with the caller's sister regarding the complaint.
18	04/06/08	Operator was not paying attention since didn't give out the correct names of the outbound. Customer then asked if they had spelled out their name and operator ignored the customer. I apologized for the inconvenience and indicated the complaint would be going to the operator's supervisor.	04/06/08	Agent remembers this call on 4/6/08. Agent states that the first lady on the phone and then transferred the call to another lady with the different name (in a different department). Coached agent on importance on making sure our customers are kept informed at all times during all calls. No follow-up requested.

19	04/03/08	MS voice caller states their business is receiving fraud calls through our relay operators. Customer Service apologized to the customer, also faxed a tip sheet. No follow up needed.	04/03/08	Customer Service educated the caller on the policies of relay.
20	03/27/08	AR Voice customer states they are receiving harassing calls through SprintIP. Customer Service apologized to the customer. No follow up needed.	03/27/08	Customer Service educated the caller on the policies of relay.
21	03/27/08	MO Voice customer states they were scammed by someone using SprintIP. Customer service apologized to the customer. No follow up needed.	03/27/08	Customer Service educated the caller on the policies of relay, also faxed them a tip sheet. Provided the FCC number.

22	03/27/08	Customer states the agent disconnected the call at 11 a.m. CST on March 27, 2008. The customer explained the conversation might have made the agent uncomfortable, but the print out clearly shows it was not technical. Apologized. Follow up requested.	03/27/08	Agent does not remember this call but knows proper call procedure and would not ever disconnect a call intentionally. Follow-up sent to customer via email.
23	03/26/08	Customer Complaint: Caller reported that after one call completed he wanted to make another relay call but the Communication Assistant disconnected him. Customer Service Response: Thanked him for letting us know, apologized, and told him the report would be sent to the supervisor. Follow up requested.	03/26/08	Talked with agent regarding the call. The agent does not recall this happening (and the contact does not indicate when it happened). Agent is aware of the consequences of disconnecting calls. Followed up with customer by email as requested.
24	03/24/08	Customer asked agent to redial until he got a live person. After 4 dials, agent asked for a new number and customer asked to redial then the agent disconnected.	03/24/08	Agent coached on procedure.

25	03/13/08	<p>Customer states that on the call, the operator could not hear the voice person's voice when using a land line. The voice person can be heard on all other calls but not when using SprintIP with AIM. Relay Customer Service response: Thanked the customer for letting us know and assured that a Trouble Ticket would be turned in with the problem as stated. Customer's does want follow up.</p>	05/01/08	<p>Contact could not be made with email supplied; email has been disconnected. No other follow up information provide. Unable to complete follow up.</p>
26	03/13/08	<p>Internet customer said that they gave the operator instructions to leave a message on an answering machine. Operator dialed the number and said that it was busy. Customer asked the operator to redial, which they said the operator did not do. Customer also said that the operator hung up on them. Customer said that this occurred approximately 11 p.m. central time. Apologized for the inconvenience and had the current operator dial out the number. No follow up requested.</p>	03/13/08	<p>The agent does not recall the issue at hand. The agent was coached on proper procedure and was made aware of the consequences of disconnecting calls.</p>
27	03/13/08	<p>Caller reported garbling while on SprintIP call. Apologized for the problem and opened Trouble Ticket ID. Follow up required for problem resolution.</p>	03/13/08	<p>Internet calls coming in with garbling (showing Unicode) is related to a known Phoenix issue (bug # 3403). This bug is currently on hold and will be addressed once all centers change to the Phoenix platform. Issue is referred to the Phoenix test team for development. (It is now confirmed that the platform with the Phoenix has been updated/upgraded). Relay Program Manager attempted to contact the customer via email after three tries. Still no responses from the customer. Case is now closed.</p>

28	03/11/08	TTY user typed "stop stop stop" several times but Communication Assistant kept typing. The caller became upset. Complaint forwarded on to agent Team Leader for coaching on following customer instructions.	03/11/08	Forwarded complaint on to Team Leader for coaching on following customer instructions. Team Leader spoke with this agent about following customer instructions. Agent did not remember the call but apologized for the inconvenience.
29	03/11/08	Instructions were ignored and the call was disconnected by the agent. Please tell agent to not disconnect my calls.	03/11/08	Agent does not remember call. Agent was coached on policy and procedure by the Team Leader.
30	03/10/08	AZ voice caller testing lines said that agent came online and stated that the agent was a supervisor. When caller explained what was going on, the agent stated that the agent was not a supervisor and hung up. Apologized for the problem. Customer does request follow up.	03/10/08	Forwarded on to Center Manager for follow-ups. The Center manager met with this supervisor as a follow-ups. The issue was discussed. Center manager tried calling customer on 3/27/08 - left a message. 3/28/08 - left a message. 3/31/08 - left a message. No answer from customer. Center Manager left message three times.

31	03/07/08	Customer Complaint: During her call to Social Security, the Communication Assistant disconnected the call. Time of call 11:40 a.m. CST, on 3/7/08. Her TTY is broken so she had to use SprintIP. Customer Service Response: Apologized for the inconvenience and told the caller the report would be sent to the call center supervisor. Follow up requested to email address.	03/07/08	Coached Operator on the importance of not disconnecting Customers. Operator did not recall this incident. Operator was reminded to contact a Supervisor immediately if they are experiencing any technical issues. Team Leader contacted the customer with resolution.
32	02/29/08	Sprint IP customer reports requesting the operator keep redialing a number until someone answered. The operator typed, "Line continues to ring busy with each Sprint IP", "(line continues to ring busy with each redial)", etc., Customer reports the operator typed the information every 2 seconds when customer requested to redial until someone answered. Approximate time of the call: 3:14 p.m., on 2-29-08. (Customer hung up before Relay Customer Service was able to ask if wanted contact). Customer did not request contact	03/05/08	Team Leader went over this with the agent. Advised her that wasn't necessary to type line is still ringing busy, just do the (busy redialing) macro to keep the customer informed. Agent will process that way in the future.
33	02/26/08	Customer Complaint: Caller reported that their call was disconnected in the middle of the call. Also reported that this continues to happen and they have contacted the program manager in the past, and it seems that nothing has been done to correct this problem with SprintIP. Also, customer uses CO Relay and said that they do not have this problem with using this service. They use SprintIP to avoid long distance charges. They have upgraded their computer and Java and continue to experience disconnects. Customer Service Response: Apologized for the inconvenience and referred to program manager, which they said they already had her contact information. No follow up requested.	02/26/08	Customer did not request follow up. However, the team leader spoke to the agent of proper procedures and to please listen to the caller's requests.

34	02/25/08	Sprint IP customer states the relay operator misdialed. Customer Service apologized to the customer. No follow up needed.	02/28/08	The operator reported that the number to dial entered by the customer on the call set up screen transferred as designed to the dialing field. The agent took action only to complete the out-dial via dialing procedures. It may be that the number did not pass correctly or the caller was unaware the number entered in the call set up window was not the number that the caller intended to call.
35	02/25/08	Caller said they requested agent to redial a number a few time because the caller kept hanging up on them and one time it went to the voice mail so they requested to leave a message and they redialed and said the person hung up. Then the agent disconnected on the caller. Caller said they were very upset by this action. Apologized for the problem and let caller know the issue would be reported. Follow-up with customer not required.	02/25/08	Customer did not request follow up. However, the team leader spoke to the agent of proper procedures and to please listen to the caller's requests.
36	02/22/08	Customer stated that agent keeps sending "(UR MSG GARBLED)" a couple of times then hangs up. When customer reaches another agent on the redial, the other agent has no problem with garbling or doing the call. Customer has reached the previous same agent three other times lately and the agent has done this all those times too, so customer feels that it is the agent not wanting to do the call rather than equipment problems. His calls go through just fine with other agents. Complaint came in on 2/22/08 at 12:05 pm. No follow-ups requested	02/22/08	Unfortunately the ID number identified by the customer is not assigned to any current employee and has not been assigned since 2001. The customer did not want follow up contact and we lack sufficient information to investigate further. We hope that the customer can be advised to ask for a supervisor at the time an issue occurs so that we can support issue resolution.

37	02/22/08	OH Voice customer called to say they are receiving harassing calls through our service. Customer is getting harassing calls on him and his wife's cell phones and home phones. Customer service apologized to the customer. No follow up needed.	02/22/08	Educated caller on the policies of relay. Explained how to get a subpoena. Customer did not request call back.
38	02/21/08	WY voice customer called to report fraudulent activity on our service. Customer requested to speak to supervisor, and would not let customer service help. Supervisor apologized to the customer. No follow up needed.	02/21/08	Supervisor educated the caller on the policies of the relay.
39	02/21/08	IN Voice customer called and requested to speak to the Supervisor concerning fraud on our SprintIP. Supervisor spoke to the customer. Supervisor apologized to the customer. No follow up needed.	02/21/08	Supervisor educated the caller on the policies of Relay.

40	02/21/08	Caller said agent did not follow request to type the entire recording. Apologized for the problem. Customer wants follow up on this issue.	02/21/08	Complaint was forwarded on to team leader for coaching on following customer instructions. Team Leader met with this agent about following customer instructions. Agent did not remember the call but apologized for any inconvenience to the customer. Team Leader emailed this customer about the resolution on 2/26/08.
41	02/16/08	Agent did not follow customer requests when wanting to redial to leave a message on an answering machine. No follow-ups requested.	02/16/08	Team Leader met with the agent and reminded her to pay close attention to the caller when they get an answering machine. Agent apologized.
42	02/15/08	SprintIP caller complains when they requested agent to hang up if on answer machine, the agent said, "Don't even try it. If you want to place a call then dial it from your own phone." Apologized, explained that I would let the agent supervisor know the problem to address it with the agent. Customer does not want contact.	02/15/08	This issue occurred at 12:20 on 2/14/2008. Agent does not remember the call. Agent was coached on following customer instructions and reminded about hanging up on calls. No follow up requested.

43	02/15/08	Sprint IP caller complains on 12/14/2008 at 12:20, that supervisor assisting with agent issue said, "This agent couldn't have processed your call, because their last call was not an Internet call." Supervisor also remarked if caller were telling the truth, why didn't they copy and paste it and then hung up on them. Apologized, let the caller know I would be sure to inform the supervisor's manager for follow up on the issue. No contact wanted.	02/15/08	The agent ID number identified by the customer is not assigned to any employee. The issue with the agent is not described. However the supervisor assistant on duty at this time did not receive an assistance request to support a customer with a concern regarding an agent issue. When discussed with supervisor assistant, she demonstrated an understanding of her role as to support a customer by listening, offer a resolution and to remain on line with the customer while an issue is resolved.
44	02/15/08	Sprint IP customer using AIM states they are getting disconnected by the agents. Customer said the last time was disconnected was about 9 a.m. CST. Customer Service apologized to the customer, and turned in Trouble Ticket. Customer would like follow up from Program Manager.	02/15/08	Customer did not provide all details needed for technicians to look into this. Sent an email to customer asking they document details of the call.
45	02/08/08	SprintIP user complains agent disconnected their call when they were trying to meet a deadline to apply for financial aid. After giving agent instructions to wait for a live response, the agent didn't even out dial. Apologized and let caller know I would be sure to inform the agent's supervisor about the issue. Contact requested via email, from Program Manager.	02/08/08	Sent email to customer letting them know that supervisor met with agent to remind her to follow customer's instructions on all calls. Case is closed.

46	02/07/08	Sprint IP customer reports agent's continuous misspellings and misdialing the area codes. Customer also called back to report the agent typed "garbled messages please repeat". Relay Customer Service apologized to customer for problems encountered advised a complaint would be entered. Customer requests contact	02/16/08	Team Leader spoke with this agent who did remember the call. She said she did hear the voice person incorrectly. However, the number did come up on her screen as 917 not 918. She did apologize to the customer. Supervisor coached agent on asking for help if necessary, and asking voice caller to spell name of business if needed. Team Leader emailed this customer with information about coaching agent.
47	02/05/08	SprintIP disconnects are still happening. It seems that this is an everyday thing. Relay Customer Service thanked the customer for letting us know and assured that a Trouble Ticket would be sent in on the problem. No call back requested	04/08/08	It was a platform issue and the platform has been updated. Customer did not request call back. Case is closed.
48	02/04/08	Agent disconnected IP call instead of dialing and leaving message.	02/04/08	Team Leader spoke with this agent. He stated that he did not disconnect the call because agent was in the middle of redialing to leave message and the inbound hung up, and then screen went blank. He was having difficulty with calls staying connected all that evening. This is a technical issue. Non-agent error.

49	01/31/08	Customer states that this agent was rude with his caller. They also did not relay full content of information. Relay Customer Service apologized for the problem and assured that the complaint would be sent in as stated. No call back requested	02/01/08	Agent received appropriate training on proper procedures.
50	01/31/08	Customer reports SprintIP is being used to scam folks. Customer explained his place is selling furniture. The individual made contact with him through SprintIP and sent a bogus cashier's check for more than the asking price. The customer was suppose to wire the extra funds to the shipper, etc. Apologized for the misuse of SprintIP. Not able to block. Provided number to FCC. No follow up.	01/31/08	Educated customer on the value of SprintIP and the state Relay services. Provided FCC numbers. Commended customer for notifying Yahoo of the problem.
51	01/30/08	SC Voice customer states they are receiving many fraud calls through SprintIP. The person calling the business wants to use email to communicate after getting the person on the phone. The person also wants services and products sent over seas. Customer Service apologized for the inconvenience. No follow up needed.	01/30/08	Customer Service educated the caller on the policies of relay. Provided customer with the FCC and ADA numbers.

52	01/29/08	<p>Caller said operator made rude comments about his mother. Call took place Monday, 1/28/08 at approx. 11:45AM. Follow-up not required with caller.</p>	01/29/08	<p>Relay Program Manager acknowledged the information. A discussion with the operator was conducted. Appropriate action was taken to ensure a situation of this nature does not occur in the future.</p>
53	01/28/08	<p>Customer stated that this agent was rude, swore at him and disconnected the call. Relay Customer Service apologized for the problem, thanked the customer for letting us know and assured that a supervisor would look into this further. No call back requested.</p>	01/30/08	<p>The agent does not remember the call. She stated she would never disconnect the call and follows all procedures and remains professional and courteous at all times.</p>
54	01/28/08	<p>Customer stated that this agent was rude, swore at him and disconnected the call. Relay Customer Service apologized for the problem, thanked the customer for letting us know and assured that a supervisor would look into this further. No call back requested.</p>	01/31/08	<p>Team Leader spoke with this agent about the complaint. Agent did not remember the call but stated that she would never swear at a customer nor disconnect a call. Agent is very good and reliable, but Team Leader did coach agent on disconnect procedures and possible voice tone. Agent apologized for any inconvenience to customer.</p>

55	01/28/08	Customer stated that this agent was rude, swore at him and disconnected the call. Relay Customer Service response apologized for the problem, thanked the customer for letting us know and assured that a supervisor would look into this further. No call back requested	02/01/08	Agent doesn't not remember the call, but he stated he was always polite and courteous. Educated agent to remain professional at all time and if unsure on how to handle a situation to immediately get a supervisor for assistance.
56	01/28/08	Customer stated that this agent was rude, swore at him and disconnected the call. Relay Customer Service apologized for the problem, thanked the customer for letting us know and assured that a supervisor would look into this further. No call back requested	02/01/08	Customer stated he does not remember the call. Educated agent to remain professional at all time and if unsure on how to handle a call or situation to immediately get a supervisor for assistance.
57	01/28/08	Customer stated that this agent was rude, swore at him and disconnected the call. Relay Customer Service apologized for the problem, thanked the customer for letting us know and assured that a supervisor would look into this further. No call back requested.	02/01/08	Team Leader met with the agent and the agent did not remember the call. However, the Team Leader coached him on attitude, tone of voice, and follow the customer's instructions. Since customer did not request follow ups, this case is now closed.

58	01/28/08	At 2:41 a.m., the customer stated that the agent announced relay when the instructions not to announce relay were given. Apologized to the customer and the customer wishes this contact be cc'ed to the supervisor and also wanted follow up via e-mail by them.	01/28/08	<p>Communication Assistant (CA) received a call through SprintIP. The only thing that came through was the phone number. The CA dialed out. When the Outbound answered the phone, the CA announced the call and during the explanation the instructions came through to "not announce". The instructions consisted of two brief pieces of information, but did not specifically state "do not announce". While the CA was explaining relay the Outbound hung up. The Inbound customer was upset and asked the CA, "Did you follow my instruction?" Then Inbound customer told the CA to dial again, the CA then redialed and announced relay again, so the Outbound hung up. Customer then requested Supervisor and supervisor then coached the agent on the spot and guided agent on a next redial. Relay Program Manager contacted the customer via email and explained that Relay Program Manager has corresponded with Sprint IP Product Innovation/SME on this. Relay Program Manager wanted to make sure that it is either platform related or need to train the operator on correct procedures to follow the customer's instructions. Agent was also coached of the proper procedures.</p>
59	01/20/08	Customer had to wait 10 minutes before getting a response from operator. Operator got "short" with customer.	01/20/08	<p>This complaint was forwarded on to agents team leader for coaching on keeping customer informed and proper patience on a call. Team Leader met with this agent. The agent said that he heard nothing from the customer. He kept waiting for the customer to say something, but nothing happened. It didn't seem like 10 minutes, but it was a while. Agent also remembered that it was the customer who became "short" with the agent, not the other way around. Team leader still went over patience and following customer instructions with the agent. Agent apologized for inconvenience.</p>

60	01/17/08	This operator typed "No response...disconnecting" and hung up while the caller was typing a reply. No follow up requested.	01/17/08	Complaint was forwarded on to agent's supervisor for coaching on disconnecting calls and asking for help if necessary. Team Leader met with this agent about this complaint. The agent stated that she did not remember the call, but IP calls had been disconnecting after about 30 seconds all day, or there was no response from the caller. Supervisor did go over disconnect procedures and the agent said she did follow the proper disconnect procedure. Could have been technical issue with Internet provider.
61	01/17/08	The caller reached an answering machine, then typed a message, and asked the operator to redial, and voice it. However, the operator spent two minutes doing nothing at all until the caller requested a transfer to customer service. The caller's message did not get left by the operator. No follow up requested.	01/17/08	The supervisor spoke to the agent regarding focus on a call. The agent is aware of the importance of remaining focused on each and every call. The agent will get a supervisor in the future if they encounter any technical difficulties. No follow-up requested.
62	01/17/08	SprintIP user complains he had problem with relay agent on his calls. Apologized, explained to the customer that Customer Service Representative would let the agent supervisor know the issue. Customer does want contact from Program Manager.	01/17/08	Operator was coached on maintaining a high level of professionalism and courtesy during all relay calls whether they be traditional relay or Internet relay. Operator could not recall any SprintIP calls where there was a problem, but she assured supervisor that she always follows procedures. Followed up with the customer per customer's request via email.

63	01/17/08	SprintIP user complains there is a problem with too much delay between both he and the other party. Apologized and informed the customer that Sprint Customer Service Representative would alert the technicians to research to correct the problem. Entered Trouble Ticket. Customer does want contact from Relay Program Manager.	01/17/08	Customer did not provide agent's ID number, unable to investigate this problem. Asked that he document it so we can look into it. Case is closed.
64	01/15/08	OH banking business reports a Sprinted caller attempted to move funds. The Sprinted caller had personal information on an account. Fortunately the banker knew the account holder. Banker wants Sprint to be aware of the problem and would like to see additional precautions in place. Apologized for the misuse. Provided FCC information. No follow up.	01/15/08	Educated customer on the value of the state and Internet Relay. Provided FCC contact information.
65	01/10/08	A SprintIP customer called to say his calls are not going through on relay to a toll-free conference call number. The line disconnects. Apologized for inconvenience. Opened Trouble Ticket. Follow-up requested.	01/10/08	This was fixed with the new upgrade. All is working.

66	01/09/08	Customer states that this agent didn't treat him fairly and was rude telling him he did not use correct relay etiquette then disconnected the call. Relay Customer Service response: Apologized for the problem and assured that the complaint would be sent in as stated. No call back requested	01/12/08	The incident was discussed with the operator. He remembered the customer was not waiting for the GA ("Go Ahead") and the operator was trying to educate him to wait for the GA so that the call would flow more smoothly. The customer started cursing at the operator and when operator was getting a supervisor, the customer hung up. Operator stated he would never improperly disconnect a call.
67	01/09/08	Customer Complaint: Caller said they are having a hard time making any calls through SprintIP. This time, the number was dialed and they were left hanging for over 3 minutes with nothing. They have made a formal complaint to their U.S. senator. Customer Service Response: Apologized for the inconvenience and told them the report would be sent to the Account Manager. Refused to provide contact information.	01/09/08	While the agent does not recall this incident, she was coached about keeping the customer informed at all times during the course of the entire call. The agent was also made aware of the consequences of disconnecting calls. No follow up was needed with the customer.
68	01/07/08	Relay Customer Service was unable to converse with Internet caller because the answer type is detected as Voice. Trouble Ticket created. No follow-up requested.	01/07/08	This has been corrected with a previous release to the phoenix desktop. The customer does not request follow ups. This is now closed.

69	01/02/08	<p>Customer Complaint: Received in TRS Customer Service email on December 29, 2007 at 7:17 pm. Email as follows: "I have just spent 4 hrs on the phone trying to receive a message from IP operator xxxx. It took me 4 hrs to find someone that even knew how to contact the IP relay dept! I was told I had to look on the internet myself for a number, no one could connect me. So I then spent 1 hour calling numerous numbers trying to receive my message! I was finally told no records are kept. This operator was very difficult to understand and did not repeat herself so the message was lost."</p> <p>Customer Service Response: Replied to email that supervisor would receive report</p>	01/02/08	<p>Spoke to the agent regarding their voicing when leaving a message. The agent understands the importance of speaking in a conversational tone and speaking clearly. E-mailed follow-up on 1-23-08.</p>
70	01/01/08	<p>Customer states that he is trying to use the French SprintIP service and when he calls in he gets: "SprintIP GA" for a greeting. When asked about this he said it literally says "" and does not give an ID number for the operator at all. He also states that he gets no response from any of the operators and the line is just keep disconnecting on him. The customer would like to be contacted back about this problem.</p>	01/01/08	<p>Relay Program Manager attempted to contact customer via email three times and has not received any responses from the customer. This case is now closed.</p>
71	12/28/07	<p>SprintIP customer states this agent misdialed and refused to verify the number customer requested to dial. Customer states after this the agent hung up on him. Relay Customer Service apologized for the problem. No follow up requested.</p>	12/28/07	<p>Agent does not recall whether or not she mis-dialed the number and demonstrated proper procedure calling to number verification. Agent denied disconnecting on the customer.</p>

72	12/28/07	Internet call came into customer service on Voice, customer service was not able to converse with them. Trouble Ticket was entered. No follow-up requested.	12/28/07	This has been corrected with a previous release. No customer follow up requested.
73	12/28/07	Internet user call made at 12:03 where he said he tried to call his wife and leave a message and Operator typed "You are a scammer".	12/28/07	A discussion was held with the operator who stated that she would never do this. Operator was reminded of proper relay etiquette, transparency rules and expectations for providing excellent customer service. Operator stated she understands her role. A follow up email was sent to the customer.
74	12/27/07	Caller said call was disconnected in middle of call. Apologized for the problem and opened Trouble Ticket. Follow up with customer not required.	12/27/07	The Customer service discovered that the call was dropped. However, the customer does not request follow ups. So, this is now closed.

75	12/27/07	<p>Caller said having long pauses of 30 seconds between responses during conversation, also disconnected while agent out dialed call. Apologized for problem and opened Trouble Ticket.</p>	12/27/07	<p>Relay Program Manager will share this complaint with the Product Innovation Team. The customer does not request follow ups. Relay Program Manager will close this.</p>
76	12/27/07	<p>The business customer reports misuse of SprintIP. The Internet caller was told their business does not ship product outside of the United States, but the individual keeps calling. The SprintIP caller placed an "African curse" on him. Customer wants to block Internet callers. Apologized. Provided number for the FCC. No follow up.</p>	12/27/07	<p>Educated customer on the value of the Internet and state Relay services. Provided contact information for the FCC. The customer has been educated and was given the FCC number. No follow up was requested and Relay Program Manager will close this case.</p>
77	12/27/07	<p>Customer reports a problem with the transmission rate while using SprintIP on Dec 26 and 27, 2007. The customer's paragraph of conversation would appear and then would stop mid-sentence on the agent's screen. Apologized for technical problem. Ticket was opened. Follow up requested.</p>	12/27/07	<p>Relay Program Manager contacted the customer via email and explained that it was a technical issue. Relay Program Manager also asked the customer if continue experiencing any further problems with Sprint IP. After third attempt, Relay Program Manager still has not yet heard from the customer. Case is now closed.</p>

78	12/26/07	SprintIP customer states when placing calls with Sprint IP they have connectivity problems, no response from operators and disconnecting problems. Relay Customer Service apologized and entered Trouble Ticket. No follow up requested.	12/26/07	It was related to an issue server and it has been bounced back and working fine. Therefore, the server is resolved. Customer does not request follow ups. The complaint is now closed.
79	12/22/07	SprintIP Relay customer states he was trying to call the post office and the line was busy. When he asked the operator to redial the customer states the operator told him an improper statement and then hung up on him.	12/22/07	The agent does not recall the circumstances of this nature, the agent was coached on the importance of being professional and friendly when speaking to customers. The agent was also advised the consequences of disconnecting calls.
80	12/20/07	SprintIP customer states the relay operator asked the inbound where they were calling from. Customer said the operator told the caller that their call was fraudulent use of the service and advised them to hang up. Customer told customer service that they are in a guard at the computer center for solders in Iraq, and the outbound was at home. Customer service apologized to the customer. Customer states this happened around 8 a.m. CST. Customer would like follow up via email.	12/20/07	Operator stated the proper procedures to follow when SprintIP call arrives in their station. Operator does not recall telling customer their call was fraudulent, stated they always contact a supervisor for proper disconnecting procedures. Operator was reminded to always follow proper call processing procedures and continue to call on supervisor for fraudulent calls.

81	12/19/07	OH voice customer called in to let us know someone is using our service and the other relay providers to fraud individuals and businesses. Customer Service apologized to the customer. No follow up needed.	12/19/07	Customer Service educated the caller on the policies of relay.
82	12/17/07	SprintIP customer reports agent disconnected on them while trying to repeat their message. Customer requests supervisor be notified and coach agent. (Apologized for problem encountered, advised problem could have been caused by technical issue). Customer did not request contact.	12/19/07	Agent does not remember the call. Coached agent on SprintIP calls a response from the customer might take a little longer than a normal relay call. I also explained that disconnecting on a customer is not accepted and should never happen. If unsure on how to process a call to, immediately get a supervisor for assistance.
83	12/16/07	Reports that operator's numbers come in garbled and they proceed to incorrectly process the calls thus making it impossible to file complaints against the operators.	12/16/07	Contacted customer via email and educated her on how to get operator's id numbers so that way she would be able to use it the next time she wants to make a complaint or commendation.

84	12/16/07	Customer reports that calls to 800 numbers both in and out of state through AK relay do not work.	12/16/07	Spoke with customer and she stated that her calls were not accepted by the government agencies she called because the calls were from out of state. Our customer service said they would make test calls with her to resolve it, but she said she was too busy to do this and thanked me for following up with her.
85	12/14/07	SprintIP customer said that the person they were trying to call was having telephone problems and kept repeating, "hello, hello." And that the Inbound was saying "hello" as well. After the Outbound disconnected, the Inbound asked the operator if the operator was saying hello to the Outbound and the operator did not respond to this. The Inbound then said to the operator, "thank you for not answering me and not helping me understand what was going on." And the operator responded with, "You're welcome." Apologized to the customer.	12/14/07	Agent was not found at current relay center. Team Leader will monitor agent activity in center to prevent these types of occurrences.
86	12/13/07	Customer reports fraud through SprintIP. Customer explained she has furniture for sale. The individual calling the customer through SprintIP preyed on her sympathy. She incurred financial loss. She states she is old and knows no deaf. Customer wants to block Relay calls. Apologized. Explained Relay. Provided number to FCC. No follow up.		Apologized. Customer Service educated the caller on the policies of relay. Provided number to FCC. No follow up.

87	12/12/07	FL voice customer calling from a school. Someone is using our service to use the school's credit card to send products to the school. The person using our service was trying to get the package sent to a different address. Customer Service apologized to the customer. Customer does not need follow up.	12/12/07	Customer Service educated the caller on the policies of relay.
88	12/10/07	A SprintIP customer called to complain that the agent hung up while customer was typing a message. Apologized for inconvenience. Follow-up requested.	12/10/07	Complaint was forwarded on to agent's team leader for coaching on proper disconnect procedure and following customer instructions. Complaint came in on 12/10/07 at 6:43 pm. Team Leader spoke with this agent about properly disconnecting calls and following customer instructions. Agent did not remember call.
89	11/29/07	SprintIP user complains agent made so many typos during their call at 9:20 a.m. on 11/29/2007. Caller concerned with quality control of service. Apologized, let caller know I would inform the agent supervisor of the problem. Customer refused contact.	11/29/07	Agent does recall a situation where the customer was saying everything coming across their screen was numbers and symbols. The agent called over a supervisor to witness that everything was fine on the agent's screen. Agent cannot say for sure this complaint is that call.

90	11/28/07	SprintIP customer states after the operator connected their call and customer was on hold for a live person to answer they received the message, "Your call has been disconnected" and then the line hung up. Relay Customer Service apologized for the problem, turned in Trouble Ticket. No follow up requested.	11/28/07	No call record available for date call placed. No further reports of imp disconnects at this time. Customer doesn't request follow ups. This complaint has been closed.
91	11/28/07	Customer states that when calling through SprintIP she was getting double typing and very slow transmission on her whole call. Relay Customer Service response: We apologized for the problem and let her know we would turn in a Trouble Ticket. Also let her know it was a known issue with SprintIP Trouble Ticket was entered.	04/17/08	The Priority of this Service Call was set back to a Priority 4 to match Service Level established for the Service. Customer does not request follow ups. Case is closed.
92	11/27/07	A SprintIP customer called to say he believes there are "connectivity or server issues with Sprint IP, causing interruptions and garbled texts." He receives very slow transmission as well. The last time this occurred was 11/27, about 11:45 a.m. Apologized for inconvenience. Opened Trouble Ticket. Follow-up requested.	11/27/07	The Priority of this Service Call was set back to a Priority 4 to match Service Level established for the Service. Relay Program Manager contacted customer via email and see if any continuous problems with SprintIP and so forth. Relay Program Manager contacted the customer via emails. Still has not received any responses or heard from the customer. The case is now closed.

93	11/19/07	A SprintIP customer called to report disconnection from two different agents when trying to call an 800 number. The times were both 11/19, at 2:10 and 2:14 p.m. Apologized for inconvenience. Opened Trouble Ticket. No follow-up requested.	11/19/07	The Priority of this Service Call was set back to a Priority 4 to match Service Level established for the Service. Customer did not request follow up. Case is closed.
94	11/10/07	A customer called in using SprintIP Relay and requested to make a 2-Line Voice Carry Over (VCO) call the operator instructed the caller that they could not place a 2-Line Voice Carry Over (VCO) call through SprintIP and called a supervisor over. The customer states that both the operator and supervisor argued with her about making this call and that the supervisor disconnected the call on the customer.	11/10/07	A discussion was held with the supervisor about 2-line Voice Carry Over (VCO) calls. The supervisor is now aware that 2-line Voice Carry Over (VCO) calls are possible using SprintIP Relay. No follow-up required.
95	11/10/07	Customer states she called in to SprintIP Relay to make a 2-Line Voice Carry Over (VCO) call. The operator told the customer she could not make a 2-Line Voice Carry Over (VCO) call through Sprint IP. The operator called supervisor over to assist and the customer states that the operator and supervisor argued with her about not being to make this call and that supervisor eventually just disconnected the call.	11/10/07	The Center Manager reviewed 2-line Voice Carry Over (VCO) calls with this supervisor. The supervisor now understands that 2-line Voice Carry Over (VCO) calls are permitted while using SprintIP Relay. No follow-up required.

96	11/09/07	11/5/07 Agent did not respond after dialing the number to call for the customer.	11/09/07	Forwarded the information to the supervisor. Team Leader coached the agent for proper procedures. Agent apologized for the inconveniences.
97	11/08/07	SprintIP user complains the agent told them their typing was garbled and wonders why the agent left their message if they could not read it. Apologized, explained I would be sure to inform the agent supervisor for follow up with agent. Customer wants contact from program manager.	11/08/07	Supervisor spoke to the agent about this. The agent understands proper call procedures. Part of the message was garbled but the actual message to be left was legible so that is why the agent went ahead and left a message. The agent understands that if they do not understand any part of the message to have the customer repeat. Forwarding to Program Manager for follow-up (per customer). Customer is now satisfied. Case is closed.
98	11/05/07	Asking Operator to redial but she disconnected me like I wasn't there. This happened just before noon on 11/1/07.	11/05/07	Agent experienced technical issues with station. Apologize for the inconvenience. Technical issues were reported during this date among other IP users and IP relay agents.

99	11/01/07	SprintIP caller complains agent did not inform them of ringing, or what was happening during the call, then refused to get a supervisor when asked. Apologized, explained I would let the supervisor know for follow up with the agent. Customer refused contact.	11/01/07	Center was experiencing technical issues regarding IP relay. Long delays and response from customer. Agent was unable to reply back to customer.
100	10/31/07	Customer stated that the operator was "telling me how to talk to my caller and getting involved in the call." Thanked customer for letting us know and informed the caller that we would forward this to the appropriate supervisor. No follow-up needed.	11/15/07	It was a situation where the IP was typing conversation and the outbound kept hanging up. The Operator followed instructions to redial. Between redials, the operator stepped out of her role to advise the IP caller about conversation content that have resulted in the outbound not hanging up. The operator was reminded that it is not part of our responsibilities to offer advise and she realizes that she broke transparency and assured her supervisor that she will not do that again.
101	10/29/07	OH voice person receiving threatening calls through SprintIP. Customer Service apologized to the customer. No follow up needed.	10/29/07	Customer Service educated the caller on policies of the relay. Provided the FCC number.

102	10/24/07	The agent was supposed to dial to a cell phone number, but did not complete the call. The called party did not receive the callers message on the cell phone. 10/24 approximate 5:30-6:00p (CST). Supervisor apologized and offered to have the current agent complete the call. No additional follow up with the customer is required.	10/25/07	Discussed call procedures with operator.
103	10/23/07	Sprint Internet Relay customer states that they wanted to tell the agent that they wanted another number but the agent hung up on the customer. The call took place today, 10/23/07 at 1:10 EDT. Apologized, no follow-up requested.	10/23/07	Supervisor spoke to the agent regarding this call. The agent does not remember this particular call. Proper disconnect procedures were reviewed with the agent. The agent also understands the consequences of not following the disconnect procedures set forth by Sprint.
104	10/23/07	Customer received fraud calls via SprintIP after ads in a local newspaper to sell puppies. (information provided to Relay management) Customer did not request contact.	04/08/08	Customer was educated on fraud/relay and provided FCC information. Customer did not request follow up. Case is closed.

105	10/22/07	NY voice customer states they are receiving fraud calls through our SprintIP service. Customer Service apologized to the customer. No follow up needed.	10/22/07	Customer Service educated the customer on the policies of relay.
106	10/18/07	A SprintIP customer has been unable to reach a toll-free number. He gets the error message, "Your call cannot be completed as dialed." He says this does not happen with other relay Internet providers. The last time this happened was 10/18 approximately 12:20 p.m. mountain time. Apologized for inconvenience. Opened Trouble Ticket. Follow-up requested.	10/18/07	Relay Program Manager contacted customer via email and see if the problem continues. Relay Program Manager contacted the customer twice via email. Neither has heard from the customer nor received any responses. This case is now closed.
107	10/17/07	IN Voice customer called to say they believe someone is using our service trying to fraud their business. Customer Service apologized to the customer. No follow up needed.	10/17/07	Customer Service educated the caller on the policies of the relay.

108	10/15/07	<p>Caller unable to dial toll free numbers through SprintIP. Apologized for the problem and opened Trouble Ticket.</p>	10/15/07	<p>Relay Program Manager contacted the customer twice via email. Still has not yet heard from the customer. Relay Program Manager has not yet heard from the customer after 3rd try. Case is now closed.</p>
109	10/14/07	<p>Customer stated that while he was using SprintIP relay on his blackberry and was typing his messages agent kept typing "hello gab hello gab hello gab GA gab" and eventually disconnected the caller and told the outbound party that the inbound disconnected and ended the call. Customer states he asked his friend he was speaking to on the relay about what happened and she told him that the agent informed her that the SprintIP relay caller had disconnected and that he had to disconnect the call. Customer feels the call was not handled properly and that the relay agent disconnected him for no reason.</p>	10/14/07	<p>Team Leader met with agent. Agent does not remember the call. Discussed proper call procedures and informed agent that he should contact a supervisor if he is experiencing any problems. Agent understands.</p>
110	10/12/07	<p>Customer states that Operator disconnected caller in the middle of the call while the customer was writing down an e-mail address. Apologized to customer. No follow up requested.</p>	10/12/07	<p>Operator was coached about the importance of not hanging up on callers. She was coached to call for a supervisor if anything out of the ordinary happens during a call so that it can be documented or resolved.</p>

111	10/10/07	NJ Voice customer states they are receiving many harassing calls through SprintIP. Customer Service apologized to customer. No follow up needed.	10/10/07	Customer Service educated the customer on the policies of relay and explained how to get a subpoena.
112	10/10/07	Customer reports receiving an error message stating "All ports are busy. Please try your call later." Apologized. Ticket was opened. No follow up.	10/10/07	The customer did not request follow ups. However, it seemed that it was unable to duplicate problem accessing Federal Relay Service Online (FRSO) online at that time.
113	10/05/07	TTY customer complained that agent took control of the call and questioned what they had typed. Felt agent was rude to correct them.	10/05/07	Team Leader witnessed the call and read screen. Agent did take control of the call and questioned what caller typed. Team Leader advised the agent that it was not their place to question what was typed...just dial what customer wanted.

114	10/04/07	SprintIP customer reports agent did not repeat every word that he typed making it conversation difficult for the person he called as well as himself. Call was made between 1:10P - 1:50P today, 10-4-07. (apologized for problem encountered, advised complaint would be forwarded to supervisor) Customer requests contact via email including why the agent would not have read exactly what was typed.	10/05/07	Complaint forwarded on to Team Leader for follow-ups. There is no such agent in the center. Past employee with that number has been gone from relay for 6 months. Team Leader contacted the customer via e-mail, letting the customer know that there was no such agent.
115	10/03/07	On 10/3/07 at 11:50 AM, SprintIP customer from CO using a Personal Computer reports a delay in reaching Relay. Once connected the text transmission was populating in spurts, then a pause, then more text. Apologized for the technical problem. Ticket was opened. Follow up requested.	10/03/07	Contacted customer via email (Relay Program Manager did emailed the customer in October and tried to close this complaint since did not hear from the customer but the complaint was not closed appropriately). Informed the customer that it was related to the platform issue and that Sprint is working on improving the SprintIP services. Relay Program Manager encouraged the customer to please contact with any issues and to try to provide date, time, and operator ID# and if possible, attach a copy of the conversation.
116	10/01/07	SprintIP caller states the operator typed "please do not abuse SprintIP Relay Service provided for persons who are deaf and hard of hearing". The caller knows this is not standard disconnect speech and stated the operator just hung up on him. (Complaint taken by MA Relay Customer Service). Customer requests contact.	10/19/07	He does not remember this specific call but does understand that it is improper procedure to type this kind of information to a SprintIP customer.

117	09/27/07	AL voice customer is receiving threatening calls through SprintIP. Customer is afraid for her life. Customer Service apologized to the customer. No follow up needed.	09/27/07	Customer Service educated the caller on relay policies. Explained the process of finding out where the call is coming from.
118	09/26/07	SprintIP customer states they are a representative from another company that received a call through relay with this operator. The customer said the operator was very rude and extremely unhelpful. Customer Service apologized to the customer. Was unable to get the time of the call before customer disconnected. No follow up needed.	09/26/07	Complaint forwarded on to Team Leader for coaching on tone of voice and patience. Team leader coached this agent on their tone of voice and to wait for the customer. And to follow customer instructions.
119	09/24/07	Sprint IP customer reports Relay operator did not follow instructions and had a bad attitude. A long account number was typed into Special Instructions before connecting with Relay operator. The customer did not want to waste time on the call and requested that the long account number be given up front on the call after announcing the call. When the representative asked for the account number the customer knew the operator had not given it up front. When the customer typed it again for the representative and customer asked operator if they had given the number earlier the operator typed "no, you give them the number we're not your messaging service" (information taken from saved conversation). (apologized for problem) Customer did not request contact or follow-ups.	10/18/07	Supervisor reviewed the information provided by the customer, the agent responded that would she relay a number up front when provided by a customer. The agent said that outbound representatives do not always accept the account numbers and often interrupt with side conversation or remarks, which the agent would relay to the customer. The agent believes there may have been a misunderstanding about who made the remark. Going forward the agent will inform customers by typing (RELAYING UR INFO) and (INTERRUPTING) so that the customer know from whom these area came.

120	09/24/07	Customer Complaint: Received in TRS group email from AOL AIM user on 9/24/07 at 2:51 pm. "The person who was supposed to relay me the message that was left on the voice message did not do her job at all. How do I know? Because I asked her to call my cell phone and she did not dial the number at all, if she did dial my number I would know that she is calling my cell phone to check my voice mail but she did not. She just said, I can't, and kept getting me her supervisor who kept saying call is disconnect and thank you for using sprint relay." Customer Service replied via email and apologized for inconvenience. Follow up by account manager.	09/24/07	Relay Program Manager contacted customer via email to see if the customer has any further problems with Sprint IP on AIM. Relay Program Manager attempted to contact the customer after three tries. Case is now closed.
121	09/21/07	NC voice customer stating he is getting scam calls through SprintIP. The person is contacting him through our service from a singles site on the internet. Person contacting him claims to be in Ghana and uses our service because its cheaper than calling him with the cell phone. Customer Service apologized to the customer. No follow up needed.	09/21/07	Customer Service educated the customer on the policies of relay and gave him the number to the FCC.
122	09/21/07	SC Voice customer states they are receiving calls through SprintIP where the person is ordering large orders of test strips. Customer Service apologized to the customer. No follow up is needed.	09/21/07	Customer Service educated the caller on the policies of relay and faxed a tip sheet to them.

123	09/21/07	UT voice customer states they are receiving many calls with requests for large orders of test strips through SprintIP relay. Customer Service apologized to the customer. No follow up needed.	09/21/07	Customer Service educated the caller on the policies of relay and provided the FCC number.
124	09/20/07	Customer states that this agent disconnected her call to her daughter in the middle of her conversation. The agent said hold for a supervisor please and then the call disconnected. Relay Customer Service response; Thanked the customer for letting us know and assured that the complaint would be sent in as stated for further investigation. No call back requested.	09/28/07	Agent was having technical issues with the computer that night. Did not intentionally disconnect caller. Agent was waiting for a supervisor when "disconnect" banner came across screen. Non agent error.
125	09/19/07	Customer calling through Voice to AIM gets error message "Error contacting the IM user." Apologized for the problem and opened Trouble Ticket. Follow up requested by caller.	09/19/07	Customer does not request follow ups. However, it was related to the Priority of the service level, which was set back to Priority 4. Also, it may perceived as an invalid screen name.

126	09/18/07	A Sprint IP customer reports that when he tried to install ActiveX control per Sprint IP instructions but he got an error that it could not verify the publisher. Apologized for inconvenience. Opened Trouble Ticket, and sent screenshot from customer to technician. Follow-up requested.	09/18/07	Relay Program Manager contacted customer and educated him about the product compatibility for Sprint IP. All went well.
127	09/17/07	Agent hung up on try user.	09/17/07	Team Leader spoke with Communication Assistant.
128	09/14/07	Sprint IP customer reports being disconnected after providing number to dial. (apologized for problem encountered) Customer did not request contact.	02/01/08	There was no ticket for the complaint. Customer does not request follow ups.

129	09/13/07	TX voice customer states they are receiving obscene calls through SprintIP. Customer Service apologized to the customer. No follow up needed.	09/13/07	Customer Service educated the caller on the policies of relay.
130	09/13/07	SprintIP customer states while calling Citi Bank the relay operator kept typing (messages garbled). Customer has never had this before while using SprintIP. Customer is out of town without their TTY. Customer Service apologized to the customer. Customer would like a follow up via email.	09/13/07	9/14/07 Team Leader states this is a technical problem with garbling on Sprint IP/AOL IM calls. Technicians are aware of the issue. 9/14/07 at 9:43am Team Leader followed-up via e-mail with the address provided. The e-mail was returned as undeliverable twice.
131	09/13/07	Customer reports being disconnected while using SprintIP AOL IM at 4:10 PM on 9/13/07. Customer was unable to provide an agent id. Apologized for the problem. Ticket was opened. No follow up.	09/13/07	Confirmed that this is a known issue that D&E (Disconnected & Entered) is working on. The customer does not request follow ups.

132	09/12/07	Customer was trying to place an 800 number call and the Operator informed her that she could not make 800 calls through Sprint IP so customer thought that she was blocked from using Sprint IP, customer feels that the Operator should have clarified that there was a problem with the service and not with her. No follow up requested.	09/12/07	Agent did not realize this issue had been corrected. Agent will keep customer informed with possible technical issues and agent will place calls for IP customers to toll free numbers.
133	09/10/07	Sprint IP customer reports line disconnected when requesting an additional number be dialed. (complaint taken by MA Relay Customer Service) Customer did not request contact	09/13/07	When the customer types SK SK at the end of the conversation, the operator will automatically disconnect the call via AIM. This is the way the system has been set up.
134	09/06/07	SprintIP Wireless service disconnected call. The customer was disconnected when their call was nearly over but still on line with person they called. Service was also slow. Trouble Ticket. (apologized for the problem) Customer did not request contact	02/01/08	The Priority of this Service call was set back to a Priority 4 to match the Service Level established. Also, the customer does not request follow ups.

135	09/05/07	Agent hung up 15 minutes into a call. Apologized to the customer.	09/05/07	9/5/07 Team Leader met with agent. Coached agent on proper disconnect procedures. Agent understands.
136	09/04/07	Caller cannot dial 800 number through Sprint IP. Apologized for problem and opened Trouble Ticket ID.	09/04/07	The customer does not request follow ups. Relay Program Manager will closed this.
137	09/04/07	On September 4, 2007, at 8:45, SprintIP customer reports slow transmission and disconnects from Relay. Apologized. Trouble Ticket was opened. Follow up requested.	09/04/07	Relay Program Manager tried to contact customer via email. The email did not work. So case is closed.

138	08/30/07	Customer reports he is unable to reach toll free numbers through AIM and SprintIP. Apologized. Ticket was opened. Follow up requested.	08/30/07	The number the customer is trying to reach is a non-valid number and was unable to reach it using a regular phone. Relay Program Manager informed customer of this.
139	08/29/07	Customer Complaint: Customer emailed Communication Service this report that on 8/28/07 at 11:30 am when using SprintIP.com calling to number, the operator was typing very slow. The customer was on PC, XP operating system, cable connection, browser Internet Explorer. Customer Service response: Entered report as sent and replied to customer that the report was sent to the call center supervisor. No follow up requested.	08/29/07	At that time Team Leader was doing a quality assurance assessment on this employee. The employee was tested at over 70 words per hour and she appeared to be typing well above the required 60 wpm. There could have been some technical difficulty with the customers equipment or with the phone line. Non agent error
140	08/28/07	Customer complaint: SprintIP user experienced many disconnects on 8/27/07 at 6:37 pm, 6:40 pm, 6:43 pm, 6:50 pm. He provided Trouble Ticket details and Trouble Ticket was entered on 8/28/07 at 4:20 pm.	08/28/07	This is the results of an Internet based service. The consumer was unable to give more details such as IP address, operators number. We will continue to monitor this and hope that the consumer will contact us if problems continue. This has been a known issue and we continue to work on resolving it. Consumer will contact us as needed.

141	08/27/07	A customer called to say "I am not very happy with this agent." The agent was "very slow to make the call." Apologized for inconvenience. No follow-up requested.	08/27/07	Reassigning to the correct call center. Operator was reminded to keep the customer informed of call progress by providing call status messages. Operator may have encountered a no ring or fast busy detect at the number. Operator utilizes messages such as (one moment please) when encountering a delay, but was reminded of the importance keeping customers updated about dialing efforts.
142	08/27/07	A customer tried to make a call through Sprint Relay Online 8/27, approximately 2:10 P.M., to two different 800 numbers. Both times the agent reached dead air, and there was no connection. Apologized. Opened Trouble Ticket. No follow-up requested.	08/27/07	The Priority of this Service Call was set back to a Priority 4 to match Service Level established for the Service. The customer does not request follow-ups. Relay Program Manager will close this.
143	08/26/07	Customer complained that agent couldn't answer question while in relay mode. He wanted to speak to agents directly.	08/26/07	Center manager spoke with customer about our call process. He was taking the complaint but the customer would not allow him to have a chance to speak or explain. Customer was angry and hung up. Agent did nothing wrong.

144	08/26/07	<p>The complaint came in at 10:39 am on 8/22/07; Customer called IP and agent disconnected caller. When redialing into relay, reached agent again and received no response after asking for supervisor. On hold for 3 minutes. Supervisor came on the line and disconnected caller, offering no help with situation. Apologized to customer and forwarding on to correct center for follow-ups.</p>	08/26/07	<p>Supervisor assisted operator on a call when no reply was received from the customer. The operator and then the supervisor prompted the customer for calling number information, however no reply or text from the customer was received on the operator call screen. Supervisor followed protocol for when no response is received by providing identification and notifying customer call is being disconnected.</p>
145	08/25/07	<p>The caller got disconnected by the operator as soon as the connection was made; the number provided was not dialed.</p>	08/25/07	<p>Team Leader met with this agent. Agent does not remember this call. Team Leader went over proper call procedures. Agent understands.</p>
146	08/25/07	<p>The caller provided the operator with a number to dial and received "Dialing +++" on screen. After about a minute with no further text, the caller asked if the call was connected and was then informed that the call had been disconnected.</p>	08/25/07	<p>Agent was not familiar with the call. Coached agent on relaying all information at time of occurrence.</p>

147	08/24/07	Customer using blackberry with SprintIP and experiencing disconnects. Customer said "Easy to disconnect when I type out for comments, but they disconnect. Redial then same thing happens". Customer Service apologized for the problem and entered Trouble Ticket. Follow up by email requested.	08/24/07	Relay Program Manager contacted the customer via email and educated him that the SprintIP on Blackberry is no longer in service but educated him about the SprintIP on AIM. Relay Program Manager gave him instructions and the customer is now satisfied.
148	08/24/07	SprintIP customer states "I did ask operator to leave, but they already hung up so quickly". Customer Service apologized for the inconvenience and turned in Trouble Ticket. Follow up requested by email.	08/24/07	The technician could neither test this call nor duplicate the problem. However, the Priority of this Service Call was set back to a Priority 4 to match Service Level established for the Service. Relay Program Manager attempted to contact customer three times (via email) and obtained no responses from the customer. Case is now closed.
149	08/22/07	Customer stated that the Operator was rude and hung up on them. In addition, customer felt that the out dial time was too fast and was unable to communicate with Operator prior to out dial on IP calls.	08/22/07	Apologized to customer. No follow up requested.

150	08/22/07	SprintIP customer states they are not able to dial 800 numbers through SprintIP. Customer Service apologized to the customer and turned in Trouble Ticket. No follow up needed.	08/22/07	The technician found the logs for this call. Sent the logs to the test group for examinations and further testing. The customer does not request follow-ups. Relay Program Manager will close this.
151	08/21/07	A SprintIP customer complained that the relay agent could not get through to a toll-free number via relay, but "an alternative relay service" could. Apologized for inconvenience. Called number direct with no problem. Tried through SprintIP and got the error message that "call could not be completed as dialed." Opened Trouble Ticket. Follow-up requested.	08/21/07	We did a Trouble Ticket and tried it 10 times using SprintIP. We were unable to duplicate the problem this customer faced. It could be not be reproduced. The number the customer called was ringing and we were able to get through without any problems. It was now taken care of. Customer was satisfied.
152	08/19/07	Sprint IP user said operator hung up on him. Call was placed 8/19/07 at approximately 2:50 p.m. User said the operator dialed out and reached a recording. He asked the operator to dial again and operator typed "Same recording". Customer told him he dialed the wrong number and the operator hung up on him. Apologized for the service and told him a supervisor would follow up with the operator. Customer requested follow up with a call back to his hearing friend regarding supervisor follow up.	08/19/07	Supervisor discussed call with agent and agent indicated he initiated proper disconnect procedures when the IP user failed to respond. The agent demonstrated a thorough knowledge of disconnect procedures and was reminded of the consequences of disconnecting a call. Customer follow up attempted to phone number indicated on 8/21 at 2:40 pm EST, 8/22 at 1:25 pm EST and on 8/23 at 5:15 pm EST, reaching a recording stating, "The subscriber you have called does not answer; please try your call later." Contact closed due to inability to reach customer.

153	08/16/07	SprintIP customer reports inability to reach Relay from home computer on Wednesday, August 15, 2007. The customer reports she had to "wait about an hour" for someone to answer. Customer is located in SC and would like to know why it took an hour for her to connect to the SprintIP operator. Apologized for the technical problem. Follow up requested.	08/16/07	Relay Program Manager contacted customer via email asking if she continue to have problems with Sprint IP on AIM and will continue to try and contact the customer. Relay Program Manager attempted to contact the customer after three tries (via email) and was not able to receive any responses.
154	08/15/07	A SprintIP customer called to complain she was on hold for an hour from 6 to 7 p.m. 8/15 for customer service. Apologized. There were several CS reps available for calls and I told her to call again if she had the problem again. Follow-up requested.	08/15/07	I followed up with customer and gave her my contact information if she should have problems in the future. I apologized for the long wait and explained this could happen once in a while. Encouraged the consumer to contact us if they needed our help again.
155	08/14/07	SprintIP customer said that they were in the middle of a conversation and was informed that the outbound person hung up. Customer asked for the operator to redial and said that the operator said no. Said that the call occurred about 130 a.m. central time. Apologized to the customer and said that the situation would be looked into. No follow up requested.	08/14/07	Spoke to the agent regarding this call. The agent does not remember the call. Supervisor reviewed proper Internet call procedures with the agent. The agent understands the consequences of improperly disconnecting customers.

156	08/10/07	Customer complained that agent did not follow instructions and did not announce call.	08/10/07	Supervisor explained that agent had followed customer instructions, however the outbound had recognized the call as a relay call and hung up. Customer was not satisfied with outcome. Agent followed procedure and alerted supervisor, no coaching required.
157	08/09/07	Customer states relay operator made the call confusing because there was no space in between the inbounds GA and what the outbound said. Also states the operator told inbound caller they had to wait until other person was done talking. Customer said they had no clue and did like how operator handled the call. Customer Service apologized to the customer. No follow up needed.	08/09/07	Spoke to the agent regarding proper call procedures. The agent did not press "space bar" before typing the voice response. The agent understands how this could cause confusion for the customer.
158	08/09/07	Sprint IP customer reports the voice person called at approximately 8:30 a.m.-8:40 a.m. this morning, 8-9-07, advised that Sprint IP operator was extremely rude. The voice person asked the operator for their ID number but the operator would not provide. The voice customer finally hung up in frustration due to the rude treatment. SprintIP customer wants management to know this problem occurred on their call and hopefully it will not happen in future. (Apologized to customer and advised complaint would be sent to management as requested. Customer did not have operator ID number). Customer did not request contact	09/13/07	The customer agent id was not provided, so we are unable to follow up with the agent.

159	08/08/07	On 8/6/07 at 2:35 am a called in to complain about an operator. Caller was trying to leave a message on an answering machine apologizing for having an "accident" on a friends couch. Caller said it was then typed back to them by the operator "Oh it's OK no worries, just buy me another couch, retard."	08/08/07	Agent was not working at the time of the alleged incident. A follow up via e mail was conducted at 8:05 pm, August 16th.
160	08/05/07	Agent did not follow the customer's instructions. Customer asked operator to dial a number, let it ring until the answering machine came on and then hang up and redial. The operator did not continue to do this until someone picked up but only did it 6 times and then disconnected from the inbound. Customer said the operator seemed to want to do the call as fast as possible. Told customer that operator would be spoken to. No follow up call necessary.	08/05/07	Complaint was forwarded on to Team Leader for coaching on following customer instructions to the letter. Team leader met with this agent about following customer instructions to the letter. Agent felt that she was following instructions, but customer was not happy with her processing. Team leader observed the call and agent did follow instructions.
161	08/03/07	FL voice customer called in with concerns over a SprintIP call they were receiving at their place of business. Customer Service apologized to the customer. No follow up needed.	08/03/07	Customer Service educated the caller on the policies of relay and provided the FCC number.

162	08/03/07	OH voice customer called with concerns over the calls they are receiving from SprintIP. Customer Service apologized to the customer. No follow up needed.	08/03/07	Customer Service educated the caller on the policies of relay and provided the FCC number and tip sheet.
163	08/02/07	ME voice customer states he has things for sale on the Internet, and he received a call through the relay. Customer received a check for more than the amount of the purchase. He wanted to inform us that someone is using our service to try to fraud him. Customer Service thanked him for letting us know and apologized for the inconvenience. No follow up needed.	08/02/07	Customer Service educated the customer on the policies of relay, and provided the FCC number.
164	08/02/07	MD voice customer states they are receiving fraud calls through SprintIP. Customer Service apologized to the customer. No follow up needed.	08/02/07	Customer Service educated the caller on relay policies.

165	08/02/07	SprintIP user was very upset, complains agent interrupted them, then did not respond again. User wants to know why. Customer Service apologized, explained "GA" (Go Ahead) is not required on Internet relay which allows for interrupting, discussed variables that could cause disconnects, and let customer know to note Communication Assistant ID for future concerns to follow up with supervisor. Customer did not request contact.	08/02/07	SprintIP user now acknowledged the features of the Sprint IP. The customer does not request contact. The case is now closed.
166	07/25/07	SprintIP customer states the operator said the outbound customer disconnected, and before the customer could tell them to redial the operator disconnected the inbound customer. This happed around 2:10 PM today central standard time. Customer service apologized to the customer. Customer would like follow up via email.	07/25/07	Even though the agent did not recall this incident, agent was coached on the importance of following customer instructions and waiting for a response. Agent was also coached on the consequences of disconnecting calls. Appropriate action was taken.
167	07/25/07	SprintIP customer states they have problems with the website. They are not able to save the conversation, it would get frozen. Customers equipment is: Gateway, Windows XP, Explorer 5.5. Customer Service apologized for the problem. Trouble Ticket. Customer would like a follow up by the Program Manager.	07/25/07	Relay Program Manager contacted two other Subject of Matters experts on the Sprint IP Relay and asked for any other causes that does not allow the customer to print conversations from the Sprint IP Relay. Relay Program Manager contacted the customer via email to confirm if that has happened often or not and to gather more information from the customer. Also Relay Program Manager tried to contact customer via email after three tries and obtained no responses.

168	07/20/07	Sprint IP customer reports that Relay operator typed obscenities when typing a recording. The customer knew what the operator typed is not what the recording would have said. The customer advised they had a screen shot of the message typed. Call made 7-20-07 at approx 6:15 a.m. CT. Customer Service apologized for problem advised complaint would be forwarded to management. Customer requests contact via email	07/20/07	Operator does not remember getting any recordings with obscenities on it. She does recall an early morning call on this date that was an IP call in which the conversation between the inbound and outbound was "sexual" in nature. Follow up email was sent to customer as requested. Customer sent a screen shot of the conversation and it looks as though while the operator was typing a legitimate recording there was an interruption in the spacing (such as when an IP customer interrupts) and the inbound IP customer started typing a sexual comment.
169	07/20/07	SprintIP user complains they are not satisfied with the poor service and continual slow transmission times when using the service. Apologized, explaining the service is extremely popular and that when call volumes are very high there can be some delays. Let customer know I would inform the program manager of the concern and provided Program Manager's contact information to them. Contact refused.	07/20/07	Customer Representative apologized, explaining the service is extremely popular and that when call volumes are very high there can be some delays. The customer declined to be contacted. Therefore, the case is closed.
170	07/19/07	NY voice customer calling from NY police dept. saying he has a person there stating they were on a call through SprintIP and our Supervisor came on the line and said the call is a fraud. The person at the police department had sent money orders for puppies for sale. Customer Service apologized to the customer. Customer does not need follow up.	07/19/07	Customer Service verified that it is a possible fraud, and educated the caller on the policies of relay. Customer Service tried to fax a tip sheet to the caller.

171	07/19/07	A customer called to complain that she received a strange call via Sprint IP relay from someone wanting to purchase \$7500 worth of banners to be sent to Africa. The "customer" only wanted to conduct business via email. Apologized. Explained purpose of relay. Suggested filing police report. Sent tip sheet. No follow-up requested.	07/19/07	Educated customer on value of the state and internet Relay. FCC contact information was provided.
172	07/19/07	A Sprint IP customer complains that the operator would not dial the number given to her. The operator said, "this toll free call cannot be connected through Sprint relay online. You will have to call your local state relay service to complete this call." Apologized. Tested call via Sprint IP (different operator); call went through fine. Follow-up requested.	07/19/07	Spoke to the agent regarding this complaint. The agent remembers the call and followed procedure when she reached a fast busy signal on an Internet to toll-free call. Reviewed fast busy procedures again with the agent. E-mailed follow-up for this complaint to the customer on 8-15-07.
173	07/17/07	Customer reports fraud through SprintIP. She assumed the person using SprintIP was deaf. Money orders were delivered to her home from DHL. After putting the money orders in her bank, the customer then sent \$3500 cash via Western Union for the shippers. Law enforcement is seemingly uninterested. Customer would like consumers to be aware of the misuse through the internet Relay service. Apologized. Provided number to FCC. No follow up.	07/17/07	Educated customer on value of the state and internet Relay. FCC contact information was provided.

174	07/16/07	7/16/07 Time: 12:50(CST) Operator told caller she is rude and was wasting her time and then disconnected. Apologized and informed caller their concerns will be forwarded to the appropriate center.	07/16/07	Supervisor spoke with agent about the call. The agent did not remember an event of this nature, however she was coached on the importance of being professional when speaking to customers. The agent was also reminded of the consequences of disconnecting a call.
175	07/13/07	CT Voice customer states they suspect they are receiving fraud calls through our SprintIP service. Customer Service apologized to the customer. No follow up needed.	07/13/07	Customer Service educated the caller on the policies of relay and faxed a tip sheet with the FCC number to them.
176	07/13/07	CA hung up on Internet caller before they could even give the number.	07/13/07	This is likely part of a known issue with Sprint IP calls disconnecting.

177	07/11/07	WA Voice customer called to inquire about a call their business had received through our SprintIP service. Customer was wanting to buy a large quantity of product and have it shipped to Ghana. Customer Service apologized to the customer. No follow up needed.	07/11/07	Customer Service educated the customer on the policies of relay, and also faxed a tip sheet.
178	07/11/07	OH Voice customer states they are receiving calls from someone through SprintIP. The person using SprintIP has sent them money orders and wants them to cash them and send them the money back to Ghana. Customer Service apologized to the customer. No follow up needed.	07/11/07	Customer Service educated the customer on the policies of relay.
179	07/10/07	Customer asked for live person. Recording required account information and zip code to be entered or would disconnect. Caller is angry that Communication Assistant "relayed" recording. Only wanted a live person.	07/10/07	Agent was coached by Team Leader on following customer instructions even if they seem incorrect. Always follow the customer instructions. Agent apologized and thought she was being helpful to the customer letting them know that no live person was available.

180	07/09/07	Operator would not dial number given by user.	07/09/07	Operator (with the specific ID# stated by the customer) was not working that day. No further follow needed.
181	07/09/07	After outbound disconnected and during conversation between TTY user and operator - the operator used "SK" (meaning Stop Keying) and waited for response. Customer felt it was inappropriate and that the operator wanted to hang up. This happened three time during the operator/TTY conversation. Customer told operator while taking the complaint that in the future use "GA" (Go Ahead) instead of "SK" when conversing with the TTY even if the outbound has already disconnected.	07/09/07	Team Leader coached CA to not use SK until after the caller uses SK. Stick with GA until TTY user types SK.
182	07/06/07	An OR customer called to complain that his identity was stolen and is now being used on the Sprint relay IP regularly, along with his SSN and account information. Police have even contacted him, assuming he was the one making the fraudulent calls. Apologized. Explained purpose of relay. Provided FCC number. No follow-up requested.	07/06/07	The customer received an apology and helpful information regarding the Relay and the FCC number. However, the customer does not request follow ups and the case is closed.

183	07/05/07	MO voice customer calling in suspecting they had received a fraud call through our service. Customer service apologized to the customer. No follow up needed.	07/05/07	Customer service educated the customer on the policies of relay.
184	07/04/07	Customer is receiving harassing IP relay calls/fraudulent activity. Apologized and informed customer of relay protocol. No follow-up required.	07/04/07	Customer Service educated the caller on the policies of relay.
185	07/03/07	A customer called to complain that he is receiving calls from someone in Nigeria claiming they want to ship a body to the US to be interred, but will only speak to the funeral home if he sends \$2000.00 first. Apologized. Explained purpose of relay. Provided FCC number. No follow-up requested.	07/03/07	The customer received an apology and helpful information regarding the Relay and the FCC number. However, the customer does not request follow ups and the case is closed.

186	06/29/07	SprintIP customer states this agent did not type his questions or the outbound responses and then disconnected the line on both parties. Relay Customer Service apologized to customer. No follow up requested.	06/29/07	Team Leader met with agent and went over proper call procedures. Agent understands and knows that they can contact a supervisor if they are experiencing any technical problems.
187	06/29/07	A MA voice person was contacted via Sprint IP relay with a prank call, saying her son had been in a serious accident and was in the Boston hospital with severe injuries. Apologized. Explained purpose of relay. Suggested filing a police report. No follow-up requested.	06/29/07	The customer received an apology and helpful information regarding the Relay and the FCC number. However, the customer does not request follow ups and the case is closed.
188	06/28/07	6-28-07 8:16 PST IM customer complained that transmission from and to relay was slow or did not transmit, as a result information was missed. Customer requested follow up contact. Apologized and explained that transmission can sometimes vary, informed customer technician will be notified. Trouble Ticket filed.	06/28/07	Supervisor spoke with the operator who described long periods without receiving text from IM user, then suddenly text would appear. The operator attempted known corrections without success. Going forward the operator will alert a supervisor when technical issue cause a customer to question performance quality. Relay Program Manager contacted the customer via email and informed the customer that the complaint has been resolved. Relay Program Manager also thanked and encouraged the customer to contact the Customer Service any time if problems persist.

189	06/28/07	A SprintIP customer called to report frequent delays in transmission when using the service. The last time was 12:50 p.m., 6/28/07. He says this has been happening for two months and has not received a response about it. Apologized for inconvenience. Opened Trouble Ticket. Follow-up requested.	06/28/07	Relay Program Manager sent an email to the customer acknowledging the complaint and informed him that it has been resolved. Relay Program Manager encouraged the customer to try the SprintIP again and contact the Customer Service if any problems persists.
190	06/27/07	Caller said they requested agent to select option to leave a call back number and agent proceeded to leave a message instead. Apologized for the problem. Follow up with caller not required on this issue.	06/27/07	Agent was coached by Team Leader on following customer instructions.
191	06/26/07	Agent disconnected caller and didn't take the time to wait for a new number. No follow up needed.	06/26/07	Met with agent. Agent did not remember the specific call (details were vague on contact). Questioned agent on call processing steps in: call initially coming in, time requirement for waiting for number, call steps in dialing out, and call steps and time requirements for proper disconnecting unresponsive callers. Agent demonstrated correct knowledge in all aspects of call steps and time requirements.

192	06/26/07	Sprint Internet Customer is experiencing slow transmission during the use of the Sprint Internet Relay Site. The calls took place 6/26/07 at 10:38 and 10:41 CST. Apologized, Trouble Ticket was entered. Follow-up requested.	06/26/07	Customer was informed of several resolutions to improve the use of Sprint IP. Customer will continue to track performance of use of Sprint IP and will notify customer service if the problem continues. Case closed.
193	06/25/07	Caller reported abuse on Sprint IP. Apologized for problem. No follow up required.	06/25/07	Educated caller on potential fraud/abuse thru Sprint IP.
194	06/22/07	NC voice customer inquiring whether or not a call they are receiving through SprintIP is a fraud. Customer is receiving calls requesting a large order with credit cards that are being denied. Customer Service apologized to the customer. No follow up needed.	06/22/07	Customer service educated the customer on the policies of relay.

195	06/22/07	Customer states that the Operator did not type out answering machine message.	06/22/07	Apologized to customer for inconvenience and insured customer that Operator would be spoken to. Spoke to Operator and instructed her that all answering machine messages should be typed out unless instructed otherwise by customer.
196	06/22/07	SprintIP customer states the operator was slow to process and slow to relay his conversation at approximately 8:45 AM on 6/22/07. The customer uses SprintIP for his work and relies on efficient service. Apologized. Supervisor will be notified. No follow up.	06/26/07	The operator followed the customer's instructions to type the complete recording message, selection options and prompts. The recording timed out and disconnected before the customer replied with instruction for selection prompts, requiring that the operator to redial in order to complete the entries. The customer expressed frustration about the redials and instructed the operator to type faster. The operator was advised to alert a supervisor when issues arise with customers.
197	06/22/07	An OH voice customer is upset about all the fraudulent relay calls she and her mother are receiving (both breed puppies for sale). She said she receives at least four or five calls like this a week and her mother received one and was not aware it was a fraud call. Customer would like to disallow the relay service to be used for purchase of goods. Apologized. Explained purpose of relay. Offered FCC number. No follow-up requested.	06/22/07	The customer received an apology and helpful information regarding the Relay and the FCC number. However, the customer does not request follow ups and the case is closed.

198	06/22/07	Sprint Internet Relay customer says the agent disconnected the call, it appears to be a technical disconnect from the description. Apologized, Trouble Ticket was entered. No follow-up requested.	06/22/07	This call occurred at approximately 9:35 AM EST. Technical error with disconnection. No follow up requested. Consumer did not call back again with any complaints. Case closed.
199	06/21/07	Customer called previously to report receiving harassing phone calls. After speaking with him he received another harassing call and called Customer Service to report the agent on his last call was very rude and unhelpful.	06/21/07	Apologized and informed him that I would forward his complaint to the appropriate party. In meeting with the agent, who does not recall the particular call, Team Leader quizzed the agent on the proper steps to follow in regard to Sprint IP calls that may be harassing in nature. Agent demonstrated correct knowledge on all aspects of this type of call (requesting supervisor to observe possible harassing Sprint IP calls, offering Customer Service to concerned customer after the call is over, and informing the customer that the agent is required to process the calls as they are directed by the caller). Agent also showed knowledge in proper and courteous phrases to educate customer when redirecting and redefining the role or the agent on Sprint IP calls.
200	06/20/07	Customer states operator was rude. Operator would not respond to the Voice (outbound) party. Operator also told the outbound that the inbound disconnected after they waited awhile for a response. no follow up requested	07/11/07	According to relay protocol when both inbound and outbound parties on the line, operator should not be responding to outbound party. It appears that proper procedures were followed.

201	06/18/07	Sprint IP caller gave 2 agent id's because the computer did not save the screen for him, and the agent told the caller, "Operator will not read what you typed until I give the GA (go ahead)" indicating that I should not interrupt the other person. The other person kept interrupting me but the agent told me I have to wait until the agent gives the "GA" ('Go Ahead'). I asked the agent to tell them to stop interrupting, the agent refused and said if I didn't stop interrupting, he would report me and hang up the call. Call occurred on 6/18/07 at approx 12:59 PM EST. Apologized.	06/18/07	Supervisor met with agent who stated did remember this call. Coached agent on proper procedures and phrases to use when IP/TTY user is typing and voice person interrupts. Agent understands. Agent also stated IP user was using profanity at him and before he had a chance to get a supervisor, the inbound disconnected. Agent does understand the importance of always speaking to a customer in a warmly and friendly demeanor. No follow ups requested.
202	06/18/07	Sprint Internet Relay customer is not able to print out the conversation. Apologized, Trouble Ticket. Call took place today, 6/18/07 at approximately 12:56 PM EST.	06/18/07	We have tired to duplicate this issue and after numerous attempts, we have not been able to duplicate the customers problems. It could be an Internet or a software issue for the customers hardware which varies from person to person.
203	06/15/07	Caller has a suggestion: Instead of announcing the call as a "free internet service" our operators should say "I am helping a hearing impaired person make this telephone call." Thanked caller for feedback and will send to customer service department. Customer does not request a follow up. Call came in on 6/15/07 at 9:29 a.m. through Sprint IP Relay.	06/15/07	Information will be passed to the Program Management team for consideration.

204	06/15/07	SprintIP customer called in to complain that they got cut off while on a call with Team Mobile. Call took place about 4:00 a.m. central time.	06/26/07	Supervisor met with and coached the agent to request supervisor and assist if any problems with calls for documentation.
205	06/14/07	FL voice customer states they are receiving many calls through SprintIP. Customer using SprintIP is ordering large quantities of test strips to ship out of the country. Customer would like to know if the calls are legitimate. Customer Service apologized to the customer. Customer does not need follow up.	06/14/07	Customer Service educated the caller on the policies of relay.
206	06/14/07	Caller wanted to report that Communication Assistant had "rude manners". Caller stated that they asked the CA to leave a message on an answering machine. Caller said CA just typed (Answering Machine Hung Up) instead of typing (Your Message Was Left). When asked caller said Operator said they did leave the message on the answering machine	06/14/07	Caller disconnected before I could say anything in response to their message. Team Leader met with the agent and the agent does not remember the call and demonstrated proper knowledge of answering machine procedure.

207	06/07/07	SprintIP user complains, "I called relay operator, had a hard time following my instructions to relay the recording. I had to repeat a 3rd time in caps for her to do it." Apologized, explained I will be sure to inform the agent supervisor to address issue with agent. Customer refused contact.	06/07/07	Operator said they do remember the call, but that the caller did not dial to a recording, they dialed to an answering machine. Operator states that they dialed the number given, reached an answering machine and began typing it out. The caller interrupted, started typing their message to leave so the operator stopped typing the answering machine message. Operator then redialed to leave the message but was interrupted by the caller who typed something like "type message" (operator was not sure of the exact typing). The operator left the message the caller wanted and then clarified the request. The operator redialed and typed out the full answering machine message as requested.
208	06/05/07	Customer states they were trying to reach Dell Tech support. Gave number to dial and did not get any response from the operator. Customer says they typed "hello are you there please dial my number" and no response. Customer again typed the number to dial and the operator hung up. Apologized to the customer and let customer know how much we appreciate being of service to them. Assured him that the situation will be followed up with the operator. Customer declined a follow up call.	06/05/07	Operator is no longer employed by the company.
209	06/05/07	Customer stated the call to number was given and then there was a long delay in which the call then disconnected. Apologized to the customer and informed that the operator will be coached.	06/05/07	Supervisor coached operator to remain focused and professional on all calls, and to follow proper disconnect procedures and to get a supervisor for assistance and complete a Trouble Ticket whenever possible technical issues arise.

210	06/04/07	SprintIP customer reports agent kept typing "one moment please". When customer requested a supervisor, the customer was informed there was a technical problem. The customer states they should have been informed if there was a technical problem instead of typing "one moment please". Customer also reports when another agent took over the call, the correct macro for taking over call was not used. In addition the closing macro was not used and at end of call. The customer also reports supervisor tried to get the customer off the line. (apologized for problem encountered) Customer requests contact.	06/05/07	Agent explained the technical issue that happened during the agent takeover process. Called customer and apologized for the problem. Explained about technical issue that was later resolved.
211	06/01/07	Customer said that an agent never made the call but pretended someone answered the phone. They also said the agent was very rude and insulted them. They would like a follow-ups but the only information they would give is e-mail. Forwarded on to correct center for follow-ups. Complaint called in on 5/30/07 at 5:43 pm.	06/01/07	Operator was coached on maintaining a high level of professionalism and courtesy during each and every call. There was not enough information documented about the call for the operator to specifically recall what had happened. Operator stated he would never make up a conversation. Supervisor informed the operator that making up a conversation is considered grounds for termination. Center's quality assurance team is going to heavily monitor this operator to make sure he is performing to our expectations. A follow up email was sent to the customer per customer's request.
212	06/01/07	A customer called to report that for a week she has been receiving numerous Sprint IP calls where the caller says things like, "Get out of the house now, it's going to blow up." Customer is upset that these calls cannot be blocked. Apologized. Explained purpose of relay. Suggested filing a police report. Provided the FCC number. Customer would like follow-up.	06/01/07	Relay Program Manager tried to contact the customer regarding the complaint. She hang up on me because she refused to accept any calls from Relay due to the 'harassment' of fraud calls. So, the Relay Program Manager tried to call her back but left a message on her answering machine to try and help educate about the Relay services and that Relay Program Manager will mail her a letter of Business tips and FCC regarding fraud calls.